



STUDENT SUPPORT SERVICES POLICY & PROCEDURE For Australian College of Skills and Education

Policy

The purpose of this policy is to ensure that ACSE provides access to sufficient support to ensure students can:

- adjust to life and study in Australia and in ACSE
- achieve their learning goals
- maintain their student visa requirements
- maintain ACSE requirements

Where ACSE has procedures in place to ensure that these student needs and the required support is both identified and provided at:

1. Pre admission
2. At Registration and Enrolment
3. during training and assessing

Overseas students require further support services as they are living and studying in an unfamiliar environment. As a registered provider, ACSE is responsible for providing access to services to ensure the mental and physical wellbeing of their overseas students.

ACSE will:

- give overseas students both pre- and post-admission information covering studying at ACSE as well as about living and studying in Australia, including information about safety on campus and while living in Australia;
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student;
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

Where the support applicants and students needs might include:

- LLN
- Disability or physical limitations
- Cultural, socio-economic (ie financial), family
- Limitations to access resources ie as required to be provided by the student



And where the support provided might include:

- LLN Support
- Assistive technology
- Extra tuition or teaching support
- Access to resources owned by ACSE eg laptops
- Counselor
- Mediation

ACSE Staff

ACSE will ensure its staff members all who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations.

This could include:

- Incorporating information regarding the ESOS responsibilities of the registered provider and of staff who interact with overseas students in staff handbooks and induction training,

or

- Communications and discussions at staff meetings about the ESOS framework, such as how basic classroom administration such as keeping accurate attendance may have different ramifications for overseas students

Related Policy

Critical Incident Policy

Note

The initial point of contact for all student issues is the Student Administration/Student Support Manager. Followed by the Student Administration and Student Support Officers

Procedure

Pre-Registration

The ACSE Pre-Registration Information is provided to all applicants either directly through ACSE or through ACSE contracted recruitment agents. This information is contained in:

- Course Brochures
- Registration Form



- Letter of Offer /Student Agreement

All applicants are assisted, and evidence screened to ensure that ACSE – as the provider, the course, fees and the modes of assessment and training meet the applicants study needs and that the applicant meets the course and ACSE entry requirements

Registration and Enrolment

The Registration Form asks applicants to identify any special or specific support that they might need, hence giving ACSE the opportunity to screen out applicants for which this support lies outside of the capability of ACSE to provide. All applicants are required to complete an LLN Test prior to registration. If a 100% pass result is not obtained the registration process will stop and a Registration Outcome Letter issued with further actions recommended.

Orientation

Program

ACSE will at the commencement of each intake undertake and complete an orientation / induction program that will be held for all overseas students. The orientation / induction program covers information regarding what students need to know about their course and adjusting to life in Australia. The orientation program will provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- any relevant legal services;
- emergency and health services;
- the registered provider's facilities and resources;
- complaints and appeals processes;
- requirements for course attendance and progress, as appropriate;
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues: Refer to addendum

The Student Services staff is responsible to schedule, organize and to run the Induction using both the International Student Handbook and the International Student Induction Checklist. Students must go through, tick, sign and return their International Student Induction Checklist to Student Support staff. Student Support staff will collect all the completed forms, checking them to ensure they are filled correctly. All forms will



be filed in the students file.

Dealing with late arrivals / starters

In the event a student commences their course late / has been granted credit or simply missed the Induction, the CEO or designated senior staff member will undertake an orientation program with that student prior to the commencement of classes.

During Training and Assessing

Student Support Services and Support Personnel

ACSE has available designated staff members as Student Support Point-of-contact.

Currently these staff members are:

CEO /Operations Manager	Primary point of contact both inside and outside of training hours to organise and/or provide internal and external support for all critical issues, student issues including support for payment plans, adjustments, scheduling, locations, incidents, situations , formal complaints and appeals, EDRS
Student Administration and Student Support Manager	point of contact to organise internal and external support for referrals, counselling, English and LLN support, academic support, non academic support, registrar, deferrals, cancellations, suspensions, compliants, appeals, refunds, non-academic reasonable adjustments
Academic Manager	point of contact to organise internal academic support and to organise external English and LLN support outside of trainer and assessor skill set, academic reasonable adjustments
Trainers and Assessors	point of contact to provide all academic and self study support, delivery and assessment issues

These staff member has as a primary responsibility to care for students needs on a daily and ongoing basis. As the number of students increases ACSE will employ an increasing number of Support Staff to ensure that there is sufficient support services at all times. Should any student require student support or if staff recognizes that a student needs support they should approach student services and ask for an appointment to be scheduled. Should any student require professional counselling facilities, again they should approach the Student Services where they will be



directed to the appropriate counselling services for their needs.

Any support services provided directly by ACSE will always be free of charge. Any referrals provided to students by ACSE to support services will be free of charge. However, any support services used by students as external to ACSE will be at the students own expense

Personal Welfare & Guidance Services

If, at any time, a student needs assistance and ACSE staff are not able to help or are unqualified, the student will be given a referral to external services. ACSE will maintain arrangements to refer overseas students to affordable externally provided services.

These services may include:

- English support services;
- counselling and mental health support;
- career services;
- housing and tenancy services;
- financial support services; and
- health and disability services.

The following numbers are a guide to some of the help services available.

Australia wide and Sydney Region

Information Required On	Source	Contact Details
Emergency Police / Fire / Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au Dial '000' in case of emergency.
NVR standards National Code / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Postal address GPO Box 9928, Melbourne, VIC, 3001 Office Address Level 10 255 Elizabeth Street, NSW 2000 Ph: 1300 701 801

Permission to Work Student Visa Conditions Applying for Other Visas	Department of Home Affairs (DHA)	https://www.homeaffairs.gov.au/ General Inquiries: 131 881
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/ 13 28 65
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/client/static/pages/oshchome.aspx 24 Hour Emergency Helpline: 1800 644 325 General Enquiries: 134 190
Overseas Students Ombudsman	Ombudsman	Ombudsman NSW http://www.ombo.nsw.gov.au/ Ph: 02 9283 2911 Email: nswombo@ombo.nsw.gov.au
Information on Renting Real Estate Agents	NSW Office Of Fair- Trading Domain	http://www.fairtrading.nsw.gov.au/default.html www.domain.com.au www.realestate.com.au
Employment Writing Applications & Resumes	Seek MyCareer	www.seek.com.au www.mycareer.com.au
Transport	City Rail Sydney Buses Ferries	www.cityrail.com.au http://www.sydneybuses.info/ http://www.131500.info/realtime/default.asp 131500
Information On Location/ Street Maps	Google Maps	https://www.google.com/maps



General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Taxi Combines Services Premier Cabs	133 300 13 10 17
Driving license / Vehicle Registration	Road Traffic Authority (RTA)	http://www.rta.nsw.gov.au/
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association of NSW Inc	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 http://www.community.nsw.gov.au/about_us/contact_us/support_and_counselling_numbers.html http://www.capa.asn.au/ Tel: 02 9235 1500

Australia wide and ACT Region

Information Required On	Source	Contact Details
Emergency Police / Fire / Ambulance	ACT State Emergency Services	https://esa.act.gov.au/state-emergency-service ACTSES on 132 500 Dial '000' in case of emergency.
NVR standards National Code / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Postal address GPO Box 9928, Melbourne, VIC, 3001 Office Address Level 10 255 Elizabeth Street, NSW 2000 Ph: 1300 701 801



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Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/ 13 28 65
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/client/static/pages/oshchome.aspx 24 Hour Emergency Helpline: 1800 644 325 General Enquiries: 134 190 Aus. Capital Territory (ACT) - Medibank https://www.medibank.com.au/experience-scores/act
Overseas Students Ombudsman	Ombudsman	ombudsman.gov.au . 1300 362 072. GPO Box 442. Canberra ACT 2601
Information on Renting Real Estate Agents	NSW Office Of Fair-Trading	Fair Trading - Access Canberra - ACT Government Fair Trading - access canberra - My Community Directory https://www.mycommunitydirectory.com.au › Canberra
Employment Writing Applications & Resumes	Seek MyCareer	www.seek.com.au www.mycareer.com.au
Transport	Rail Buses	Timetables - Transport Canberra - ACT Government https://www.transport.act.gov.au › getting-around › tim..
Information On Location/ Street Maps	Google Maps	https://www.google.com/maps
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi/Uber Information	Taxi/Uber Information	Canberra: a Guide for Getting Around in the City - Uber https://www.uber.com › global › cities › canberra

Driving license / Vehicle Registration	Road Traffic Authority (RTA)	Service "Road Transport Authority Licensing And Registrations" https://www.directory.act.gov.au > cgi-bin > webdua > ... Service "Road Transport Authority Licensing And Registrations" ; ACT
Professional Counselling Services	Family & Community Services Counsellors & Psychotherapists Association of NSW Inc	Child Protection Helpline: 132 111 Domestic Violence Line: 1800 656 463 http://www.community.nsw.gov.au/about_us/contact_us/support_and_counselling_numbers.html http://www.capa.asn.au/ Tel: 02 9235 1500

This information is located in the International Student handbook that the students will receive.

Consular Contacts • Cultural, socio-economic (ie financial), family

If a student would like to have contact with people in Australia who are originally from their country of origin they can go to the following website which is a directory of all consulates in Australia. They will then be able to direct you to any community groups in the area you are staying in.

To find the closest Embassy and / or Consulate : <http://www.dfat.gov.au/geo/>

Assistive technology

At student request or if the trainer and assessor identifies, assistive technology may be provided to the student on the condition that the unit requirements allow this and if it is available. Further ACSE will also allow the students to provide their own assistive technology – again subject to unit requirements.

Such technology might include;

- Videos
- Audio Recording devices
- Translators



- Calculators

Extra tuition or teaching support

As part of early intervention to ensure satisfactory academic progress the Trainers and Assessors will provide feedback to the students regarding outcomes of assessments and active participation during scheduled training sessions. Either as a result of an NYC outcome, lack of participation or if requested by the student the trainer and assessor may organize (outside of scheduled hours) extra tuition or teaching support. This will be provided by the trainer and assessor at no extra charge to the student as it will form a component of self study

Access to resources owned by ACSE eg laptops

Students are obligated to provide their own laptops (with full word suite and internet connectivity, USB) In the event that a student cannot afford their own laptop, or forgets to bring to training ACSE has laptops which can be provided to the students, upon student request, from Student Administration – on a first come basis. There is no charge for the use of these laptops and all laptops must be returned to Student Services at the end of the training session and never leave premises. Any damages must be paid for by the student. Students are required to complete a Laptop Use Form to sign out and in the laptop

Critical Incident Policy

The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. This does not include serious academic misconduct.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- other non-life-threatening events.

ACSE has and implements a documented policy and process for managing critical incidents that could affect an overseas student’s ability to undertake or complete a



course, such as but not limited to incidents that may cause physical or psychological harm.

ACSE maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

The Critical Incident committee is comprised of:

- CEO
- Operations Manager
- Counsellor
- Representative from student services and student Administration

Procedure

ACSE recognizes the impacts of critical incident on students and implements policy and procedures to follow in the event of a critical incident.

This includes steps to immediately take action and resolve or address the critical incident

The CEO and or Operations Manager, assisted by the rest of the Critical Incident Committee will:

Contact emergency services and family

police,

- the Department of Home Affairs,
- the overseas student's family,
- and any other relevant organisations that may be able to assist in such a situation, for example community organisations

2. Contact ACSE Counsellor and get them in contact or contact emergency external counselling services

3. Address the students concerns and emotional or physical states

4. When any immediate threat or concern is alleviated or reduced obtain in writing incident details from witnesses, those involved, third parties, counsellor, whist



maintaining Information Privacy Principles and also reference to state or territory legislation or other regulatory requirements, in relation to privacy principles, appropriate to the jurisdiction in which ACSE operates.

Staff Notifications for Student Support Information

All staff have been provided with access to ACSE Intranet

On the Intranet the Student Administration/Student Support Manager has posted this policy and procedure, all relevant student support forms, official information and up-to-date and relevant links to both internal and external student support

Links include:

Internal

- Student Administration/ Student Support: Staff positions and contact details
- Counsellor
- Critical Incident Committee
- Emergency Contact and number
- Out of hours Contact and number

External

- emergency services
- police,
- medical
- ambulance
- terror
- disease
- fire
- rescue

Department of Home Affairs and any other relevant organisations that may be able to assist in such a situation, for example community organisations

Consular Contacts • Cultural, socio-economic (ie financial), family



Personal Welfare & Guidance Services

These services may include:

- English support services;
- counselling and mental health support;
- career services;
- housing and tenancy services;
- financial support services; and
- health and disability services.

Reasonable Adjustments

The management of ACSE recognize and appreciate a certain amount of flexibility on the part of training and assessment strategies, payment and training schedules may be required due to:

- the occurrence unforeseen circumstances that students may experience
- Disability, learning issue that was disclosed during registration

Where this flexibility is implemented through reasonable adjustments – which do not contravene:

1. student visa and ESOS requirements
2. ACSE terms and conditions of registration
3. Training Package – course and unit requirements

Where depending on the issue or unforeseen circumstance the reasonable adjustments that can be offered by ACSE include:

For Academic Reasonable Adjustments (strictly in compliance with Training Package – course and unit requirements)

Flexible delivery and assessment schedules

Flexible delivery modes

Flexible assessment modes



Extra tuition

Assistive technologies

Learning Support person (not assessment)

Alternative learning materials

Referral to attend academic support session (e.g. tutorials, individual academic support sessions).

For Non-Academic Reasonable Adjustments

May include:

Flexible payment schedules

Flexible payment amounts

Suspension and deferment of training

Referral to additional counselling services (e.g. Student Assistance Program); or

Flexible seating arrangements

Recording and copying devices

Student Support Policy and Procedure Addendum:

Prevention of workplace exploitation of international students.

Source: <https://www.studyinaustralia.gov.au/english/live-in-australia/work/fair-work-ombudsman/provider-toolkit>

The purpose of this policy and procedure and workplace materials toolkit (developed by the Department of Education) is for ACSE management to support international students to:

learn about their workplace rights while studying here in Australia

By implementing this system with these system features, ACSE provides a range of benefits that helps people get training in in-demand skills and industries as a key part of the NSW Vocational Education and Training (VET) system. These benefits include:

1. Key and Targeted Training: delivering training in key qualifications that have been identified as medium to large and expanding markets in priority industries i.e. Child Care, Community Services,



Individual Support, Disability Care, and Cyber Security and hence in industries offering graduates the maximum chance of employment

2. Quality Training: Delivering quality training designed to optimise student successful learning, reduce student early exit and result in the maximum number of students obtaining the full qualification i.e. going to completion
 3. Subsidised training: Providing government subsidised training which increases the range of students able to undertake vocational training in priority areas as listed above
 4. Cohort and culturally sensitive training: Delivering cohort and culturally sensitive training to niche markets and target student groups which include: cultural communities, younger students, Aboriginal and Torres Strait Islanders, People with disability
 5. Niche markets and Target Student Groups: Providing, to these eligible niche markets and Target student groups – student support through reasonable adjustment, student services, quality training products
 6. Meet skills demand related to technical industry needs: Delivering training in qualifications that meet skills demand related to technical industry needs. As recent skills conferences have identified Australia is currently facing a skilled worker crisis in a range of priority industries. For example the skills demand for occupations such as Child Care and Disability Care ,at the Cert III level , require significant knowledge and technical training in strategies for individual support and clients with multiple and complex problems. This is provided by ACSE.
- Following the increased occurrence in Australia of cyber-attacks on government and private organisations the ACSE Diploma of Information Technology provides technical training in recognizing, defending against and preventing cyber-attacks.
7. Increased Competitiveness: Delivering training in qualifications that supports priority industries to improve competitiveness. Industries in Australia including Information Technology and Individual care are all in the grips of implementing strategies designed to make more out of less i.e. these are industries facing downsizing. The units in the training offered by ACSE have been selected to provide a wide range of knowledge and skills designed for these graduates to multitask, to take on accountability for decision and responsibility for supervising and developing other workers.
 8. Emerging Industry: Delivering training in qualifications that supports Cyber Security as an emerging industry in its own right.
 9. Innovative delivery models : Adopting innovative delivery models that combine flexible training and assessment modes i.e. face-to-face with distance and on-line together with cohort sensitive training produces flexible and relevant training – once again focussing on maximising student uptake



and continuance of and in the programme, minimising early student exit and maximising student completion rates

10. Industry Networks: In the area of Individual Support, Disability Support, Community Support ACSE has established substantial industry contacts and obtained significant support from Industry. The ACSE management and academic staff have networks through Child Care Centres, Day and home care as well as through the NDIS

11. Assistance with Employment: Through these networks in Child Care Centers, Day and home care as well as through the NDIS ACSE management is able to provide students completing under Smart and Skilled Programme with introductions to employers and assistance with finding employment.

12. Innovative and specific initiatives: ACSE has adopted successfully a number of innovation or specific initiatives for providing training to niche and targeted markets.

ACSE has provided training to indigenous students with success by implementing its Cohort and culturally Sensitive Training

ACSE has also contracted and used the externally provided services of translators to assist students from cultural and ESL backgrounds.

13. Enterprise Based and Employer Directed Training : ACSE targets training towards optimising employment outcomes for students and by satisfying enterprise and employer demands. ACSE customises training programs through unit selection and training mode to suit the business requirements of employers and enterprises.

14 Traineeships and Apprenticeships: Through the Apprenticeship Support Network and creating direct relationships with employers, enterprises, and community and industry groups ACSE provides Traineeships and Apprenticeships training plans that are individualised and satisfy employment demands

External Support

These services include fee-for-service

LLN and English Support	LLN ROBOT <ul style="list-style-type: none"> • Use the included 	The Learning Resources Group https://tlrg.com.au/pages/lln-robot
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	<p>online LLN Quiz to test your learners' LLN levels.</p> <ul style="list-style-type: none"> • LLN Robot analyses the Australian Core Skills Framework (ACSF) levels of your courses. • The system compares learner results with the ACSF levels of your courses. • Robot generates individualised LLN Training Programs & Supplements for your learners 	<p>paid membership packages available</p>
	<p>Reading Writing Hotline - this organisation has been around for many years, and their website has some great resources to improve reading and writing.</p>	<p>Reading Writing Hotline Help with reading and writing https://www.readingwritinghotline.edu.au</p> <p>The Reading Writing Hotline is a national phone service for adults looking to improve their reading, writing, maths or computer skills.</p>
	<p>Adult Reading and Writing Apps - apps are small programs, such as games, for your smart phone or tablet. This site provides information about free or paid apps that</p>	<p>Literacy activities, apps, games, links https://wordbalance.com.au › links-to-useful-resources</p> <p>Literacy activities, apps, games, links · See, read, say. The complete Dolch sight word list of 220 words (prepared by E.W. · ABC Spelling Magic. Adult voice.</p>



	support literacy. Some apps read text out loud for people who have trouble reading, and some apps help with taking notes.	Fee for service
	Using Microsoft Word to translate text into another language - this link shows how you can use Word to translate documents into other languages	
	TAFE Our Programs Are Intended To Develop Core Educational, Technical, & Employability Skills. Join A Supportive Environment,	English Language TAFE NSW - Explore Courses https://www.tafensw.edu.au/ Fee for service
External Mediation Academic and Non Academic	Mediation Institute We provide Complaint Handling Services for Education Providers.	Joanne Law Mediation Institute https://www.mediationinstitute.edu.au › Joanne Law paid membership packages available
External personal counsellor		Many personal counsellors available at Fee for service